

# **NRCS National Bulletin**

## **Use and Management of Government Travel Charge Cards**

**January 8, 2007**

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## **Use and Management of Government Travel Charge Cards**

This bulletin prescribes the policies and procedures for the Government Travel Charge Card Program for the Natural Resources Conservation Service (NRCS) and outlines the administrative process established to monitor and report misuse. This guidance is effective for official travel performed on and after January 8, 2007.

### **A. GOVERNMENT TRAVEL CHARGE CARD**

A government travel charge card is an account established by a commercial financial institution on behalf of individual Agency employees to which the cost of purchasing goods and services for official Agency business may be charged.

Government Travel Charge Cards are issued as either individually billed accounts with individual liability or as centrally-billed accounts, wherein the government is liable for all purchases, including those that are the result of misuse or abuse. Misuse or abuse may result in disciplinary actions against employees. Vendor banks retain financial liability for fraudulent transactions.

The Government Travel Charge Card Program was developed to procure transportation services, subsistence, and other allowable travel and transportation expenses incurred during official travel. The Travel and Transportation Reform Act of 1998 requires the mandatory use of the Government Travel Charge Card by employees who meet NRCS requirements for issuance of the Government Travel Charge Card.

Exemptions to mandatory use are:

- 1) New employees who are required to perform temporary duty travel en route to their first post of duty;
- 2) Employees who have had their Government Travel Charge Card canceled for cause by Bank of America (BOA);
- 3) Intermittent/seasonal employees; or
- 4) Employees not expected to travel once or more a year.

The use of the Government Travel Charge Card is limited to reimbursable travel expenses incurred in conjunction with official travel. The provisions of this policy apply to all employees of NRCS who have been issued or are applying for a Government Travel Charge Card.

## B. AUTHORITIES

- 1) [Title 31, United States Code \(U.S.C\), section 1111 \(31 U.S.C. 1111\).](#) Provides rulemaking authority to improve economy and efficiency in the United States Government.
- 2) [The Federal Managers' Financial Integrity Act of 1982 \(FMFIA\) \(Pub.L. 97-255 and 31 U.S.C. sec. 3512\).](#) Amends section 113 of the Accounting and Auditing Act of 1950 as to requirements for the performance of reviews of the systems of internal controls and the annual issuances of a statement (report) as to the adequacy of the Agency's internal controls to the President and Congress.
- 3) [Office of Federal Procurement Policy Act \(41 U.S.C. 433 \(b\)\(3\)\).](#) Directs the Administrator of the Office of Federal Procurement to provide Government-wide procurement policy and leadership in the development of procurement systems of the executive agencies.
- 4) [Chief Financial Officers Act \(CFO\) of 1990, as amended.](#) Establishes a financial management leadership structure; requires long-range planning; requires audited financial statements for all trust and revolving fund operations; establishes a pilot project requiring Federal agencies to prepare and have audited agency-wide financial statements; and strengthens accountability reporting.
- 5) [Office of Management and Budget's \(OMB\) Circular A-123 and Appendix B \(Revised February 2006\).](#) Improving the Management of Government Charge Card Programs. Requires agencies to have an ongoing requirement to evaluate the effectiveness of the actions taken to comply with the requirements of this policy. For example, agencies must periodically evaluate the effectiveness of the controls put in place to mitigate the risks of payment delinquencies and charge card misuse.
- 6) [USDA Departmental Regulation \(DR\) 2300-001,](#) "USDA Travel Card Regulation," October 20, 2003. Provides Zero Tolerance policy and procedures that USDA employees must follow for official travel. The full USDA policy may also be found at <http://www.ocio.usda.gov/directives/>.
- 7) [Travel and Transportation Reform Act of 1998.](#) The Travel and Transportation Reform Act of 1998 (TTRA) requires Federal employees to use Government Travel Charge Cards for all payment of official Government travel; and, amended Title 31, U.S.C. to: establish requirements for prepayment audits of Federal Agency transportation expenses, authorize reimbursement of Federal Agency employees for taxes incurred on travel or transportation reimbursements, and authorize test programs for the payment of Federal employee travel expenses and relocation expenses.

- 8) [Federal Travel Regulation](#) (FTR), 41 CFR Parts 301-51, 301-52, 301-54, 301-70, 301-71, and 301-76. The FTR governs temporary duty travel allowances.

## **C. OBJECTIVES**

The objective of this policy is to provide guidance to NRCS managers to ensure the accountability and effectiveness of their travel programs and operations by establishing, assessing, correcting, and reporting on internal controls. This policy emphasizes the need for integrated and coordinated internal control assessments that synchronize all internal control-related activities. In addition, the specific objectives of this policy are to:

- 1) Consolidate and update current Government Travel Charge Card program requirements and guidance issued by the Office of Management and Budget (OMB), the General Services Administration (GSA), Department of the Treasury, and other Federal agencies, as well as provide updates, new guidance, or amendments to existing guidance; and
- 2) Establish standard minimum requirements and suggested best practices for NRCS' Government Travel Charge Card program.

## **D. POLICY**

- 1) Execute the Government Travel Charge Card Management Plan as follows:
  - a) Provide training on Government Travel Charge Card management;
  - b) Implement risk management controls, policies, and practices for the Government Travel Charge Card management program;
  - c) Maintain and report data and performance metrics related to the Government Travel Charge Card management program; and
  - d) Assess applicant credit worthiness prior to issuing a new Government Travel Charge Card.
- 2) Incorporate this policy into the Government Travel Charge Card Program in accordance with the Office of Management and Budget (OMB) Circular A-123 and Appendix B, Improving the Management of Government Charge Card Programs (Revised February 2006). This policy will reduce NRCS' cash requirements by diminishing the need for travel advances and by improving internal control, cash management, and administrative procedures.
- 3) Maximize benefits to the Federal Government when using Government Travel Charge Cards to pay for goods and services in support of official

Federal missions. The policies and expected benefits include, but are not limited to:

- a) Reducing administrative costs and time for purchasing and paying for goods and services;
- b) Ensuring the most effective controls are in place to mitigate the risk of fraud, misuse, and delinquency;
- c) Improving financial, administrative, and other benefits offered to the government by Government Travel Charge Card providers and other entities, including maximizing refunds where appropriate; and
- d) Using Government Travel Charge Card data to monitor policy compliance and inform management decision-making for a more cost effective card program.

## **E. BILLING CYCLE AND SPENDING LIMITS**

There is a monthly use limit of \$2,500 and a cumulative limit (in the event travel spans two or more months) of \$5,000 for all Government Travel Charge Cards issued to NRCS employees prior to October 1, 2005. For all Government Travel Charge Cards issued after October 1, 2005, there is a new restricted option set with a monthly use limit of \$1,500 and a cumulative limit (in the event travel spans two or more months) of \$3,000. This change is due to the Privacy Act issues related to the implementation of Credit Worthiness when applying for a Government Travel Charge Card.

Employees performing foreign travel, transfer of station (relocation), or a short/long term detail, may request, with supervisory concurrence, higher monthly limits for a specific travel situation. Supervisors will contact the appropriate Agency/Organization Program Coordinator (A/OPC) at least three (3) days prior to an employee's departure to request limit changes. Once an employee completes their travel assignment, the supervisor will notify the A/OPC to initiate action to reset the monthly limit. Please Note: NRCS State Offices may establish local, alternate procedures for controlling Government Travel Charge Card limit changes.

## **F. USDA ZERO TOLERANCE POLICY**

This policy conforms to the "*USDA Zero Tolerance Policy*" for any inappropriate charges and delinquencies (see Attachment G – "Use of the Government Travel Charge Card"). Zero tolerance strictly prohibits the following uses of the Government Travel Charge Card:

- 1) Unauthorized charges and charges not associated with official travel:
  - a) Personal and family member use of the Government Travel Charge Card is forbidden.

- b) Additional prohibited activities are listed in Part G of this policy.
- 2) Charges while not in an official travel status:
  - a) Use of the Government Travel Charge Card in the vicinity of the official duty station or residence is forbidden unless used in connection with official travel.
  - b) Cash withdrawals from an automated teller machine are also forbidden, unless used in connection with official travel.
- 3) Shared use of the Government Travel Charge Card with another employee for official travel purposes.
- 4) Account delinquency beyond a 30-day period.
- 5) Failure to use the Government Travel Charge Card while on travel.
- 6) Failure to pay accounts with sufficient funds.
- 7) Failure to use Government voucher reimbursements to repay travel expenses.
- 8) Excessive ATM cash withdrawals or ATM cash withdrawals not commensurate with official travel.

The underlying objective of the “*USDA Zero Tolerance Policy*” is to eliminate misuse and abuse in the Government Travel Charge Card program and to avoid imposing disciplinary procedures on any NRCS employee. Proper use of the Government Travel Charge Card will preserve the reputation of NRCS, the Department of Agriculture (USDA) and its employees, to achieve its mission and goals with integrity.

## **G. MERCHANT CATEGORY CODE (MCC)**

BOA operates a monitoring system that incorporates use of a four digit Merchant Category Code (MCC). The MCC groups various merchants, products, and services into like categories i.e.; motels, restaurants, retail vendors, training establishments, banks, etc. This process will be used by BOA to monitor and control various Government Travel Charge Card purchases.

**Retail Block.** USDA has instructed BOA to decline Government Travel Charge Card use for the following MCCs:

- 1) Book and Magazine Subscriptions
- 2) Membership Fees
- 3) Training, Conference or Registration Fees \*
- 4) Higher Education Expenses
- 5) Theme Parks
- 6) Management Consulting Services
- 7) Automobile Purchases; Car Repairs & Services
- 8) Clothing, Lingerie, Outerwear, Shoes, & Furniture

- 9) Hair Services, Cosmetics, Tattoos, & Massages
- 10) Emergency Medical Services
- 11) Office Supplies
- 12) Computers, Televisions, or Digital Equipment
- 13) Any other service or product is prohibited for personal, family, or household purposes
- 14) Any charges associated with a Government-owned vehicle (GOV) should be charged to the Voyager Fleet card assigned to the vehicle

**\* Training, conference, or registration fees MAY NOT be paid with the Government Travel Charge Card.** All such fees must be paid using an alternate procurement method, i.e., Government Purchase Card (see USDA Departmental Regulation (DR) 2300-001, Government Travel Card Regulation, dated October 20, 2003, Section 7b(7)(c). If lodging costs are included in the registration fee, the costs must be deducted from the employee's travel voucher claim. It is Agency policy that only official government expenses be financed through use of the Government Purchase Card. However, in rare, extenuating circumstances where non-official expenses are included in the registration fee (outside activities, social events, etc.), the employee must reimburse the Agency for those non-official expenses.

**Exemptions to the Use of the Government Travel Charge Card.** GSA has exempted the following official travel expenses and/or classes of employees from the mandatory use of the Government Travel Charge Card:

- 1) Expenses incurred at a vendor that does not accept the Government Travel Charge Card
- 2) Laundry/dry cleaning
- 3) Parking
- 4) Local transportation systems
- 5) Taxi
- 6) Tips
- 7) Meals (when use of the Government Travel Charge Card is impractical, e.g., group meals or when the Government Travel Charge Card is not accepted)
- 8) Phone calls (when a Government calling card is available for use in accordance with Departmental policy)
- 9) When an employee has an application pending for the Government Travel Charge Card
- 10) When individuals are traveling on invitational travel
- 11) New Agency employees who must travel before receiving their Government Travel Charge Card
- 12) Relocation allowances, except for en-route travel and house hunting trips

## H. TRAVEL ADVANCES

**Cash Advances.** You may use the Government Travel Charge Card to obtain cash advances for exempted expenses described above. These cash advances are limited to meals and incidental expenses rate (M&IE) for the location of the temporary duty location and other cash expenses identified above under “Exemptions to the Use of the Travel Charge Card.” For this reason, cash needs should not exceed \$50 per day. In addition, NRCS will reimburse travelers for service fees incurred for those ATM advances not exceeding \$50 per day multiplied by the number of calendar days in domestic travel status (up to a maximum of \$350 per week). The weekly cash advance limit for international travel is \$1021. Cash obtained from the ATM in amounts greater than required for the travel duration are considered excessive cash advances. Actual use of the Government Travel Charge Card may be verified from the reports provided to NRCS by BOA.

**Dollar Limitations.** USDA has instructed BOA to place dollar limitations on the following types of charges and monitor them using the MCC process. Government Travel Charge Cardholders will be automatically precluded from exceeding the following dollar limitations. Attempting to exceed these dollar limitations will result in the charge being declined by BOA.

**Travel Advances from the National Finance Center.** Employees that have a Government Travel Charge Card have access to the ATM for cash withdrawals. Therefore, employees who have a Government Travel Charge Card may not obtain a travel advance from the National Finance Center (NFC) through the travel system, except for foreign travel.

A canceled Government Travel Charge Card account reflects unfavorable past performance. For this reason, employees with canceled Government Travel Charge Card accounts are considered high risk in the repayment of travel advances. Therefore, an employee who has had their Government Travel Charge Card canceled for misuse or non-payment may not apply for a travel advance from NFC. Common carrier tickets will be paid by the Agency. However, all other travel expenses will be paid by the employee and subsequently reimbursed.

However, in the case of extreme hardship, employees who have lost their Government Travel Charge Card privileges may request written approval for a travel advance on a trip-by-trip basis from the NRCS Chief Financial Officer (CFO). Such requests must be forwarded to the CFO (Director, Financial Management Division, NRCS) through the employee’s travel approving official. Consideration of such requests will be made on a case-by-case basis, and approval should not be assumed. The CFO will maintain a written record of all such approvals, as well as the basis for each approval for future Office of Inspector General review during program specific audits.



## **I. DEACTIVATION AND REACTIVATION**

Government Travel Charge Card accounts that remain inactive during a twelve-month period will be deactivated automatically by BOA, or when requested by an employee's immediate supervisor.

Infrequent travelers must contact BOA Customer Service using the telephone number provided on the reverse of the Government Travel Charge Card to determine their card status. Employees with a deactivated Government Travel Charge Card must contact their A/OPC no less than three (3) days prior to commencing travel (does not include weekends) to have their Government Travel Charge Card reactivated, if required. Please Note: NRCS State Offices may establish local, alternate procedures for Government Travel Charge Card reactivation.

## **J. RESPONSIBILITIES**

The following offices/individuals have direct responsibilities for the use of the Government Travel Charge Card:

### **Employees**

Employees who are issued a Government Travel Charge Card assume the responsibility to use the card for official purposes and pay their charges in a timely manner. Use of the Government Travel Charge Card does not relieve the employee of the responsibility to employ prudent travel practices and to observe rules and regulations governing travel as set forth under the "*USDA Zero Tolerance Policy*" and Agency-specific policies and procedures.

NRCS Government Travel Charge Cardholders are personally responsible for all items billed to the card, unless the card was reported lost or stolen. Employees shall pay their bills in accordance with the contractor bank payment terms. These responsibilities are explained in the Cardholder Agreement that each employee signs during the application process. Furthermore, employees are not relieved of their obligation to pay the Government Travel Charge Card bill in those rare instances when the Agency has not reimbursed the traveler within the 30-days after receipt of a timely submitted voucher. (FTR 301-52.24)

Employees who apply for the Government Travel Charge Card will:

- 1) Complete and sign the Acknowledgment Statement recognizing receipt and understanding of the policies and procedures related to the use of the Government Travel Charge Card on the cardholder application; obtain the signature of the approving official or immediate supervisor on the cardholder application; and forward the application to their A/OPC for processing.

- 2) Secure the Government Travel Charge Card in the same manner as a personal charge card. The Government Travel Charge Card shall not be stored or kept by anyone other than the employee.
- 3) Black out all but the last six numbers of the Government Travel Charge Card number from any receipts submitted with your travel voucher.
- 4) Obtain cash withdrawals from ATMs as discussed in Part H of this policy. Government Travel Charge Cardholders are issued Personal Identification Numbers by BOA to use this feature of the Government Travel Charge Card. **Employees who have been issued a Government Travel Charge Card may not obtain a travel advance from NFC unless foreign travel is authorized.**
- 5) Pay travel charge card bills in full when due and before the next statement date.
- 6) Conform to the “*Standards of Ethical Conduct for Employees of the Executive Branch*,” 5 CFR Parts 2635. As a Federal employee, standards of conduct for public trust positions apply. The standards in Attachment A require employees to pay each financial obligation in a proper and timely manner.
- 7) Dispute a charge not made by the cardholder. It is the employee’s responsibility to contact BOA to dispute a charge. All disputes must be filed in writing within 60 days of the date the charge first appears on the billing statement. BOA can be reached by calling the customer service number provided on the monthly billing statement or on the back of the Government Travel Charge Card for the specific forms to file a dispute. The bank will need to know the following:
  - a) Employee name and account number;
  - b) Reference number of the disputed charge;
  - c) Name of establishment where charge was incurred;
  - d) Amount of the charge;
  - e) Statement date; and
  - f) Reason for dispute.
- 8) Notify the A/OPC when transferring between offices within NRCS. This notification is essential for internal management reports and mailing addresses to be kept current.
- 9) Return the card, cut in half, to your supervisor or A/OPC for cancellation when leaving, retiring or transferring to an agency outside of NRCS or work with you’re A/OPC to ensure the card is transferred to the receiving agency.
- 10) Employees will have seven (7) business days to respond to official inquiries regarding Government Travel Charge Card payment status. Responses to official requests must be in writing (E-mail is acceptable).

## **Government Travel Charge Cardholder's Immediate Supervisor**

The travel charge cardholder's immediate supervisor will:

- 1) Authorize cash advances in amounts commensurate with the frequency and/or duration of travel. Cash advances should be reduced by the amount of expenses that will be charged directly to the Government Travel Charge Card.
- 2) Notify the employee of any questionable or inappropriate charges and/or delinquencies and give the employee the opportunity to explain the charge or delinquency. A record shall be maintained of the notification and the explanation received from the employee.
- 3) If an explanation is inadequate to support a questionable charge, the supervisor shall contact the appropriate NRCS servicing Finance and/or Human Resources office for guidance regarding questionable charges or appropriate disciplinary action. At the discretion of the Agency, the employee's Government Travel Charge Card may be suspended. The travel charge cardholder's immediate supervisor should maintain documentation of referrals to the Agency's servicing personnel and document the resolution of the incident.
- 4) Suspend the Government Travel Charge Card if there is a pattern of inappropriate use or insufficient explanation for repeated delinquencies.
- 5) Provide their A/OPC with the Government Travel Charge Card for cancellation when it has been suspended because of inappropriate use or delinquency.
- 6) Notify the A/OPC when an employee is transferring between offices within USDA.
- 7) Retrieve the Government Travel Charge Card from the employee and return it to the A/OPC for cancellation when an employee leaves, retires, or transfers to another Government agency.
- 8) Assure the appropriate official signs an exit clearance or other form to document cancellation of the Government Travel Charge Card when an employee leaves USDA.

## **Agency/Organization Program Coordinators (A/OPC's)**

Each NRCS "accounting station" (State Office, Center and National Headquarters) should have an Agency/Organization Program Coordinator (A/OPC) and a back-up. Every A/OPC will regularly utilize their access to the Bank of America Electronic Account Government Ledger System (EAGLS) online reporting system, provided by BOA, to keep abreast of Government Travel Charge Card misuse and delinquency trends. NRCS is committed to enforcing USDA Department Regulation 2300-001, Government Travel Card Regulation, that sets forth USDA's Zero Tolerance Policy.

A current listing of the Agency/Organization Program Coordinators and their backups, including names, telephone numbers and e-mail addresses for each NRCS “accounting station”, is provided as Attachment C to this policy.

To increase NRCS’ retention of Government Travel Charge Card rebates and to minimize delinquencies, A/OPC’s are responsible for utilizing the reporting tools in EAGLS to assist management in identifying Government Travel Charge Card delinquencies and misuse. Therefore, A/OPC’s should closely review the monthly delinquency reports provided by BOA, especially for those employees who are in a pre-suspension status. The information provided by EAGLS should be forwarded to supervisors and NRCS senior management for appropriate action, including counseling, disciplinary action, and salary offset.

Agency/Organization Program Coordinators will also:

- 1) Monitor the use of Government Transportation System (GVTS) centrally billed accounts (CBA). GVTS/CBA accounts are direct-billed to NRCS and can only be used for the common carrier expenses. The traveler will not incur common carrier expenses when the GVTS/CBA is used, but all other expenses must be paid by the traveler using a personal credit card or with personal funds. Use of the GVTS/CBA results in significant administrative costs to the Agency, and should only be used to pay for:
  - a) Common carrier expenses for non-government persons traveling on invitational travel orders;
  - b) Foreign travel common carrier tickets;
  - c) Those employees not issued an individually billed Government Travel Charge Card; or
  - d) Those employees that have had their Government Travel Charge Card canceled for misuse or non-payment (all other travel related costs).

The authorizing office must create a travel authorization for GVTS/CBA use by notating “GV” in the “method of payment” field of the travel authorization. If the traveler has never traveled previously for NRCS and they are not an NRCS employee, the authorizing office must also set up a vender code using the traveler’s social security number, to enable record matching with BOA invoices. It is imperative that the authorizing office process GVTS/CBA authorizations in a timely manner to maintain the required 0% delinquency rate for the GVTS/CBA.

- 2) Provide eligible employees requesting a Government Travel Charge Card with a copy of the BOA Cardholder Agreement and either a copy of this bulletin or the web location of this bulletin.
- 3) Ensure completeness of the Employee Acknowledgment Statement on the cardholder application.

- 4) Maintain a central file of the signed cardholder applications for all employees who are current cardholders.
- 5) Monitor the contractor-issued monthly charges and delinquency reports identified in Attachment B of this bulletin and review BOA reports to identify employees who: have left USDA; have violated the “*USDA Zero Tolerance Policy*” or have had additional administrative restrictions placed on their accounts. (Electronic and web-based reports should be used whenever possible to reduce paperwork in accordance with the Paperwork Reduction Act.)
- 6) Notify the employee, in writing, of possible misuse or delinquencies (30 days or greater), with a copy to the employee’s supervisor. Provide the employee with seven (7) business days to respond. If an acceptable response is not received within seven (7) business days, the matter will be referred to the employee’s supervisor for resolution. For consistent notification procedures within USDA, use the A/OPC Memo to Employee examples provided as Attachment C (Inappropriate Use Notice), Attachment D (Unauthorized Use Notice) or Attachment E (Delinquent Notice) to this bulletin.

In situations that require it, reactivate Government Travel Charge Cards for those employees who have had their Government Travel Charge Card deactivated for non-use, and when approved by the employee’s supervisor, for authorized travel. For those employees who have lost their Government Travel Charge Card privileges because of misuse or delinquency, the A/OPC may not reactivate an employee’s Government Travel Charge Card under any circumstances.

## **K. USE OF CASH TO PROCURE TRANSPORTATION TICKETS**

FTR 301-51.100 states, “you must use a Government contractor-issued travel charge card or a centrally billed account (GVTS/CBA) to procure common carrier tickets when the cost is more than \$100. This regulation does not allow the use of cash or personal credit cards to purchase common carrier transportation except when the Agency authorized a traveler to use a reduced fare for group, charter, excursion arrangements, or under emergency circumstances where the use of other methods is not possible.”

The Deputy Chief for Management and the Chief Financial Officer have the authority to approve the use of cash or non-Government charge to procure emergency passenger transportation costing more than \$100. This authority may be re-delegated by the Chief Financial Officer.

At the time of issuance of this bulletin, the Delegations of Authority provided in the General Manual, Title 130 – Agency General, Part 400 – Mission Statement, Subpart B – Delegations of Authority, 400.11 – Delegations of Authority for the Deputy Chief for Management, this authority has been re-delegated to “Administrative Officers” (State

administrative officers, the Headquarters Administrative Officer, and the administrative officers for the Caribbean and Pacific Basin Areas) and to certain “Specialty Officers” within NRCS. This regulation also applies to non-Government travelers under invitational travel orders. Therefore, non-government persons under invitational travel orders must use a government-contracted travel management center for their common carrier tickets.

## **L. COLLECTION OF DELINQUENT AMOUNTS**

In accordance with the cardholder agreement, employees are obligated to pay the undisputed balance within 30 days. Government Travel Charge Card account balances that are delinquent are eligible for the USDA automatic Government Travel Charge Card salary offset program. Upon written request from BOA, USDA will collect from an employee’s disposable pay any undisputed amounts owed.

Administrative offset from the employee’s disposable pay may not exceed 15% unless a cardholder authorizes a higher amount. USDA must follow the due process requirements contained in FTR 301-54.100 before any deductions can be made. An \$85 administrative fee shall be added to the delinquent balance when the salary offset is scheduled. NFC will notify the employee by letter informing them of their rights. Before initiating a salary offset action, the Agency will verify the employee has been reimbursed for a properly filed travel voucher.

**Employees with delinquent Government Travel Charge Card accounts will be subject to disciplinary actions.**

## **M. ONLINE PAYMENT TO BANK OF AMERICA**

BOA offers a free online bill payment process to employees with a Government Travel Charge Card. [MyEasyPayment.com](https://www.myeasypayment.com) allows an employee to access and make a payment to their government charge account with ease and convenience at no cost. All payments made through [MyEasyPayment.com](https://www.myeasypayment.com) will be applied to the account within two to three (2-3) calendar days.

Any questions pertaining to this bulletin may be directed to Joseph D. O’Leska Jr., Special Assistant to the Chief Financial Officer, at (202) 720-5063.

PATRICIA KELLY  
Director  
Financial Management Division

Attachments

## Attachment A

### **Government Employees Standards of Conduct**

The following excerpts are pertinent to the use of the Government Travel Charge Card. These excerpts are from Title 5, Code of Federal Regulations, Part 2635, “Standards of Ethical Conduct for Employees of the Executive Branch”, Section 2635.101, “Basic Obligations of Public Service”:

**“Public service is a public trust, requiring employees to place loyalty to laws and ethical principles above private gain.”** (For example, do not take advantage of the Government Travel Charge Card privileges for your personal use.)

**“Employees shall put forth honest effort in the performance of their duties.”** (For example, abide by the Agency policy in carrying out your responsibilities as a cardholder.)

**“Employees shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the government.”** (For example, do not make purchases with the Government Travel Charge Card if purchases have not been authorized.)

**“Employees shall not use public office for private gain.”** (For example, do not use the Government Travel Charge Card to make a personal unauthorized purchase.)

**“Employees shall satisfy in good faith their obligations as citizen, including all just financial obligations.”** (For example, pay your Government Travel Charge Card bill on time. A check returned for insufficient funds does not demonstrate good faith in paying your bills.)

**“Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards set forth in this part.”** (For example, do not avoid agency policies and procedures for administrative convenience.)

## Attachment B

### Available EAGLS Reports

If you need to view information on...	...Then use these reports:
Accounts that may require A/OPC Review	<p><b>Delinquency Reports:</b></p> <ul style="list-style-type: none"> <li>• Pre-Suspension Report</li> <li>• Suspension/Pre-Cancellation Report</li> <li>• Cancellation Report</li> </ul> <p><b>Exception Reports:</b></p> <ul style="list-style-type: none"> <li>• Exceptions: Account Number</li> <li>• Exceptions: ATM/Cash Activity</li> <li>• Exceptions: Hierarchy Level</li> <li>• Exceptions: Returned Check Charges</li> <li>• Exceptions: Transactions Over \$2,500</li> </ul> <p><b>Account Maintenance:</b></p> <ul style="list-style-type: none"> <li>• Account Renewal</li> <li>• Authorizations / Declines</li> <li>• Maintenance Requests</li> <li>• New Accounts</li> <li>• Lost/Stolen Report</li> </ul>
Cancelled Accounts	<ul style="list-style-type: none"> <li>• Aging Analysis (Summary Information HL1 – HL3)</li> <li>• Cancellation Report</li> <li>• Cancellation Summary Report</li> </ul>
Cardholders or Agencies (Detail)	<ul style="list-style-type: none"> <li>• Account Listing</li> <li>• Account Renewal</li> <li>• Agency Program Information</li> <li>• Maintenance Request</li> <li>• New Accounts</li> </ul>
Charged-Off Accounts	<ul style="list-style-type: none"> <li>• Aging Analysis (Summary Information HL1 – HL3)</li> <li>• Charge Off Report</li> </ul>
Delinquent Accounts (Detail)	<p><b>Delinquency Reports:</b></p> <ul style="list-style-type: none"> <li>• Delinquency Report – Account Number</li> <li>• Delinquency Report – Hierarchy Level</li> <li>• Delinquency Report – Hierarchy Level/Severity</li> <li>• Pre-Suspension Report</li> <li>• Suspension / Pre-Cancellation Report</li> <li>• Cancellation Report</li> </ul>
Travel Accounts	<ul style="list-style-type: none"> <li>• Account Activity Report</li> <li>• Airline Credit / Refund</li> <li>• Daily Invoice</li> <li>• Statistical Summary Travel</li> <li>• Summary ATM / Traveler's Checks</li> <li>• Summary Purchase</li> <li>• Summary Quarterly Merchant</li> <li>• Summary Quarterly Vendor Analysis</li> <li>• Transaction Activity</li> </ul>



## Attachment C

### NRCS Agency/Organization Program Coordinators (A/OPC) and Backups

<b>Accounting Station</b>	<b>A/OPC Name</b>	<b>Telephone Number</b>	<b>E-Mail Address</b>
ALABAMA	Clark Painter	334-887-4547	<a href="mailto:Clark.Painter@al.usda.gov">Clark.Painter@al.usda.gov</a>
ALABAMA	Kimberly Pridgen	334-887-4573	<a href="mailto:Kim.Pridgen@al.usda.gov">Kim.Pridgen@al.usda.gov</a>
ALASKA	Grant Webley	907-761-7739	<a href="mailto:Grant.Webley@ak.usda.gov">Grant.Webley@ak.usda.gov</a>
ALASKA	Cassie Storms	906-761-7776	<a href="mailto:Cassie.Storms@ak.usda.gov">Cassie.Storms@ak.usda.gov</a>
ARIZONA	Nancy Rochester	602-280-8812	<a href="mailto:Nancy.Rochester@az.usda.gov">Nancy.Rochester@az.usda.gov</a>
ARIZONA	Jim Kosy	602 280-8826	<a href="mailto:Jim.Kosy@az.usda.gov">Jim.Kosy@az.usda.gov</a>
ARKANSAS	Cynthia Stanford	501-301-3176	<a href="mailto:Cynthia.Stanford@ar.usda.gov">Cynthia.Stanford@ar.usda.gov</a>
ARKANSAS	Katherine Anderson	501-301-3132	<a href="mailto:Katherine.Anderson@ar.usda.gov">Katherine.Anderson@ar.usda.gov</a>
CALIFORNIA	Peggy Holbrook	530-792-5687	<a href="mailto:Peggy.Holbrook@ca.usda.gov">Peggy.Holbrook@ca.usda.gov</a>
CALIFORNIA	Phyllis Wells	530-792-5690	<a href="mailto:Phyllis.Wells@ca.usda.gov">Phyllis.Wells@ca.usda.gov</a>
CALIFORNIA	Rhonda Schmidt	530-792-5680	<a href="mailto:Rhonda.Schmidt@ca.usda.gov">Rhonda.Schmidt@ca.usda.gov</a>
COLORADO	Marta Villano	720-544-2832	<a href="mailto:Marta.Villano@co.usda.gov">Marta.Villano@co.usda.gov</a>
COLORADO	Jami Shepherd	720-544-2831	<a href="mailto:Jami.Shepherd@co.usda.gov">Jami.Shepherd@co.usda.gov</a>
COLORADO	Lynn Sansburn	720-544-2830	<a href="mailto:Lynn.Sanburn@co.usda.gov">Lynn.Sanburn@co.usda.gov</a>
CONNECTICUT			
CONNECTICUT			
DELAWARE	Eileen Campbell	302-678-4161	<a href="mailto:Eileen.Campbell@de.usda.gov">Eileen.Campbell@de.usda.gov</a>
DELAWARE	Carole Nichols	302-678-4185	<a href="mailto:Carole.Nichols@de.usda.gov">Carole.Nichols@de.usda.gov</a>
FLORIDA	Dana Anders	352-338-9522	<a href="mailto:Dana.Anders@fl.usda.gov">Dana.Anders@fl.usda.gov</a>
FLORIDA	Cindy Seeds	352-338-9523	<a href="mailto:Cindy.Seeds@fl.usda.gov">Cindy.Seeds@fl.usda.gov</a>
GEORGIA	Dorothy P. Buckman	706-546-2116	<a href="mailto:Dorothy.Buckman@ga.usda.gov">Dorothy.Buckman@ga.usda.gov</a>
GEORGIA	Sharon B. Gipson	706-546-2086	<a href="mailto:Sharon.Gipson@ga.usda.gov">Sharon.Gipson@ga.usda.gov</a>

## Attachment C

### NRCS Agency/Organization Program Coordinators (A/OPC) and Backups

<b>Accounting Station</b>	<b>A/OPC Name</b>	<b>Telephone Number</b>	<b>E-Mail Address</b>
<b>HAWAII</b>			
<b>HAWAII</b>			
<b>IDAHO</b>			
<b>IDAHO</b>			
<b>ILLINOIS</b>	Terri Reifsteck	217-353-6632	<a href="mailto:Terri.Reifsteck@il.usda.gov">Terri.Reifsteck@il.usda.gov</a>
<b>ILLINOIS</b>	Lisa Roemer	217-353-6657	<a href="mailto:Lisa.Roemer@il.usda.gov">Lisa.Roemer@il.usda.gov</a>
<b>INDIANA</b>	Donna Coleman	317-290-3200 x. 331	<a href="mailto:Donna.Coleman@in.usda.gov">Donna.Coleman@in.usda.gov</a>
<b>INDIANA</b>	Elana Cass	317-290-3200 x. 336	<a href="mailto:Elana.Cass@in.usda.gov">Elana.Cass@in.usda.gov</a>
<b>IOWA</b>	James Zeigler	515-323-2254	<a href="mailto:James.Zeigler@ia.usda.gov">James.Zeigler@ia.usda.gov</a>
<b>IOWA</b>	Lori Derringer	515-323-2499	<a href="mailto:Lori.Derringer@ia.usda.gov">Lori.Derringer@ia.usda.gov</a>
<b>KANSAS</b>	Tami Yost	785-823-4590	<a href="mailto:Tami.Yost@ks.usda.gov">Tami.Yost@ks.usda.gov</a>
<b>KANSAS</b>	Gretchen Cheatum	785-823-4509	<a href="mailto:Gretchen.Cheatum@ks.usda.gov">Gretchen.Cheatum@ks.usda.gov</a>
<b>KANSAS</b>	Herman Lovell	785-823-4502	<a href="mailto:Herman.Lovell@ks.usda.gov">Herman.Lovell@ks.usda.gov</a>
<b>KENTUCKY</b>	Sylvia Lyons	859-224-7379	<a href="mailto:Sylvia.Lyons@ky.usda.gov">Sylvia.Lyons@ky.usda.gov</a>
<b>KENTUCKY</b>	Jorge R. Camacho	859-224-7404	<a href="mailto:Jorge.Camacho@ky.usda.gov">Jorge.Camacho@ky.usda.gov</a>
<b>LOUISIANA</b>	Sheila Ryland	318-473-7767	<a href="mailto:Sheila.Ryland@la.usda.gov">Sheila.Ryland@la.usda.gov</a>
<b>LOUISIANA</b>	Nancy Sawyer	318-473-7766	<a href="mailto:Nancy.Sawyer@la.usda.gov">Nancy.Sawyer@la.usda.gov</a>
<b>MAINE</b>	Patricia Clark	207-990-9567	<a href="mailto:Pat.Clark@me.usda.gov">Pat.Clark@me.usda.gov</a>
<b>MAINE</b>	Kyle Bolduc	207-990-0556	<a href="mailto:Kyle.Bolduc@me.usda.gov">Kyle.Bolduc@me.usda.gov</a>
<b>MARYLAND</b>	Marie Monn	443-482-2924	<a href="mailto:Marie.Monn@md.usda.gov">Marie.Monn@md.usda.gov</a>
<b>MARYLAND</b>	Laurie Blasky	443-482-2918	<a href="mailto:Laurie.Blasky@md.usda.gov">Laurie.Blasky@md.usda.gov</a>

## Attachment C

### NRCS Agency/Organization Program Coordinators (A/OPC) and Backups

<b>Accounting Station</b>	<b>A/OPC Name</b>	<b>Telephone Number</b>	<b>E-Mail Address</b>
MASSACHUSETTS	Mark Zinan	413-253-4564	<a href="mailto:Mark.Zinan@ma.usda.gov">Mark.Zinan@ma.usda.gov</a>
MASSACHUSETTS	Jan Lathum	401-822-8843	<a href="mailto:Jan.Lathum@ri.usda.gov">Jan.Lathum@ri.usda.gov</a>
MICHIGAN	William J. Fude	517-324-5135	<a href="mailto:Bill.Fude@mi.usda.gov">Bill.Fude@mi.usda.gov</a>
MICHIGAN	Diane Gray	517-324-5138	<a href="mailto:Diane.Gray@mi.usda.gov">Diane.Gray@mi.usda.gov</a>
MINNESOTA	Michele Blesi	651-602-8796	<a href="mailto:Michele.Blesi@mn.usda.gov">Michele.Blesi@mn.usda.gov</a>
MINNESOTA	Bryan Welp	651-602-7860	<a href="mailto:Bryan.Welp@mn.usda.gov">Bryan.Welp@mn.usda.gov</a>
MINNESOTA	Charles Montgomery	651-602-7875	<a href="mailto:Charles.Montgomery@mn.usda.gov">Charles.Montgomery@mn.usda.gov</a>
MISSISSIPPI			
MISSISSIPPI			
MISSOURI	Brenda Cornine	573-876-9364	<a href="mailto:Brenda.Cornine@mo.usda.gov">Brenda.Cornine@mo.usda.gov</a>
MISSOURI	Darrell Guth	573-876-9362	<a href="mailto:Darrell.Guth@mo.usda.gov">Darrell.Guth@mo.usda.gov</a>
MONTANA	Richard Hueth	406-587-6780	<a href="mailto:Richard.Hueth@mt.usda.gov">Richard.Hueth@mt.usda.gov</a>
MONTANA	Connie Ritts	406-587-6857	<a href="mailto:Connie.Ritts@mt.usda.gov">Connie.Ritts@mt.usda.gov</a>
MONTANA	Anna Garber	406-587-6789	<a href="mailto:Anna.Garber@mt.usda.gov">Anna.Garber@mt.usda.gov</a>
MONTANA	Bart Huber	406-587-6957	<a href="mailto:Bart.Huber@mt.usda.gov">Bart.Huber@mt.usda.gov</a>
NEBRASKA	Valerie Bottcher	402-437-4160	<a href="mailto:Valerie.Bottcher@ne.usda.gov">Valerie.Bottcher@ne.usda.gov</a>
NEBRASKA	Jean Niemann	402-437-4058	<a href="mailto:Jean.Niemann@ne.usda.gov">Jean.Niemann@ne.usda.gov</a>
NEVADA	Connie Ihringer	775-857-8500 x. 116	<a href="mailto:Connie.Ihringer@nv.usda.gov">Connie.Ihringer@nv.usda.gov</a>
NEVADA	Marilyn Loring	775-857-8500 x. 110	<a href="mailto:Marilyn.Loring@nv.usda.gov">Marilyn.Loring@nv.usda.gov</a>
NEW HAMPSHIRE	Patricia Komeski	603-868-9931 x. 111	<a href="mailto:Patricia.Komeski@nh.usda.gov">Patricia.Komeski@nh.usda.gov</a>
NEW HAMPSHIRE	Susan Wood	603-868-9931 x. 126	<a href="mailto:Susan.Wood@nh.usda.gov">Susan.Wood@nh.usda.gov</a>
NEW JERSEY	Robert Urban	732-537-6082	<a href="mailto:Robert.Urban@nj.usda.gov">Robert.Urban@nj.usda.gov</a>
NEW JERSEY	Christina Turner	732-537-6081	<a href="mailto:Christina.Turner@nj.usda.gov">Christina.Turner@nj.usda.gov</a>

## Attachment C

### NRCS Agency/Organization Program Coordinators (A/OPC) and Backups

<b>Accounting Station</b>	<b>A/OPC Name</b>	<b>Telephone Number</b>	<b>E-Mail Address</b>
NEW MEXICO	Norm Harris	505-761-4414	<a href="mailto:Norm.Harris@nm.usda.gov">Norm.Harris@nm.usda.gov</a>
NEW MEXICO	Josie Tafoya	505-761-4417	<a href="mailto:Josie.Tafoya@nm.usda.gov">Josie.Tafoya@nm.usda.gov</a>
NEW YORK	Maria Maniscalco	315-477-6517	<a href="mailto:Maria.Maniscalco@ny.usda.gov">Maria.Maniscalco@ny.usda.gov</a>
NEW YORK	Nancy Lee	315-477-6509	<a href="mailto:Nancy.Lee@ny.usda.gov">Nancy.Lee@ny.usda.gov</a>
NORTH CAROLINA	Dianna M. Wilson	919-873-2136	<a href="mailto:Dianna.Wilson@nc.usda.gov">Dianna.Wilson@nc.usda.gov</a>
NORTH CAROLINA	Cynthia Jordan	919-873-2112	<a href="mailto:Cynthia.Jordan@nc.usda.gov">Cynthia.Jordan@nc.usda.gov</a>
NORTH CAROLINA	Susan F. Shearman	919-873-2111	<a href="mailto:Susan.Shearman@nc.usda.gov">Susan.Shearman@nc.usda.gov</a>
NORTH DAKOTA	Myron Steier	701-530-2013	<a href="mailto:Myron.Steier@nd.usda.gov">Myron.Steier@nd.usda.gov</a>
NORTH DAKOTA	Bonny Zimmer	701-530-2105	<a href="mailto:Bonny.Zimmer@nd.usda.gov">Bonny.Zimmer@nd.usda.gov</a>
OHIO	Moira Sanford	614-255-2495	<a href="mailto:Moira.Sanford@oh.usda.gov">Moira.Sanford@oh.usda.gov</a>
OHIO	Michelle Lohstroh	614-255-2508	<a href="mailto:Michelle.Lohstroh@oh.usda.gov">Michelle.Lohstroh@oh.usda.gov</a>
OKLAHOMA	Jodylynn Townsley	405-742-1285	<a href="mailto:Jody.Townsley@ok.usda.gov">Jody.Townsley@ok.usda.gov</a>
OKLAHOMA	Merrie Reeder	405-742-1237	<a href="mailto:Merrie.Reeder@ok.usda.gov">Merrie.Reeder@ok.usda.gov</a>
OKLAHOMA	Gerry Cole	405-742-1217	<a href="mailto:Gerry.Cole@ok.usda.gov">Gerry.Cole@ok.usda.gov</a>
OREGON	Willa Fletcher	503-414-3215	<a href="mailto:Willa.Fletcher@or.usda.gov">Willa.Fletcher@or.usda.gov</a>
OREGON	Dick Sylvester	503-414-3217	<a href="mailto:Dick.Sylvester@or.usda.gov">Dick.Sylvester@or.usda.gov</a>
PENNSYLVANIA			
PENNSYLVANIA			
RHODE ISLAND	Mark Zinan	413-253-4564	<a href="mailto:Mark.Zinan@ma.usda.gov">Mark.Zinan@ma.usda.gov</a>
RHODE ISLAND	Jan Lathum	401-822-8843	<a href="mailto:Jan.Lathum@ri.usda.gov">Jan.Lathum@ri.usda.gov</a>
SOUTH CAROLINA	Shirley Easter	803-253-3970	<a href="mailto:Shirley.Easter@sc.usda.gov">Shirley.Easter@sc.usda.gov</a>
SOUTH CAROLINA	Patricia Turner	803-253-5686	<a href="mailto:Pat.Turner@sc.usda.gov">Pat.Turner@sc.usda.gov</a>

## Attachment C

### NRCS Agency/Organization Program Coordinators (A/OPC) and Backups

<b>Accounting Station</b>	<b>A/OPC Name</b>	<b>Telephone Number</b>	<b>E-Mail Address</b>
<b>SOUTH DAKOTA</b>	Charles T. Johnson	605-352-1215	<a href="mailto:Charles.Johnson@sd.usda.gov">Charles.Johnson@sd.usda.gov</a>
<b>SOUTH DAKOTA</b>	Heidi G. Evans	605-352-1216	<a href="mailto:Heidi.Evans@sd.usda.gov">Heidi.Evans@sd.usda.gov</a>
<b>TENNESSEE</b>	Susan Hopkins	615-277-2546	<a href="mailto:Susan.Hopkins@tn.usda.gov">Susan.Hopkins@tn.usda.gov</a>
<b>TENNESSEE</b>	Sandra Stewart	615-277-2582	<a href="mailto:Sandra.Stewart@tn.usda.gov">Sandra.Stewart@tn.usda.gov</a>
<b>TEXAS (Centers)</b>	Jacqueline M. Voss	817-509-3516	<a href="mailto:Jackie.Voss@ftw.usda.gov">Jackie.Voss@ftw.usda.gov</a>
<b>TEXAS (Centers)</b>	Kashandra L. George	817-509-3518	<a href="mailto:Kashandra.George@ftw.usda.gov">Kashandra.George@ftw.usda.gov</a>
<b>TEXAS</b>	Pam Crow	254-742-9944	<a href="mailto:Pam.Crow@tx.usda.gov">Pam.Crow@tx.usda.gov</a>
<b>TEXAS</b>	Kay Brown	254-742-9927	<a href="mailto:Kay.Brown@tx.usda.gov">Kay.Brown@tx.usda.gov</a>
<b>UTAH</b>	Christene Staley	801-524-4586	<a href="mailto:Christene.Staley@ut.usda.gov">Christene.Staley@ut.usda.gov</a>
<b>UTAH</b>	William McAfee	801-524-4581	<a href="mailto:William.Mcafee@ut.usda.gov">William.Mcafee@ut.usda.gov</a>
<b>VERMONT</b>	Patricia Pickett	802-951-6796 x. 224	<a href="mailto:Pat.Pickett@vt.usda.gov">Pat.Pickett@vt.usda.gov</a>
<b>VERMONT</b>	Lorrie Doering	802-951-6796 x. 225	<a href="mailto:Lorrie.Doering@vt.usda.gov">Lorrie.Doering@vt.usda.gov</a>
<b>VIRGINIA</b>	Lisa Criss	804-287-1622	<a href="mailto:Lisa.Criss@va.usda.gov">Lisa.Criss@va.usda.gov</a>
<b>VIRGINIA</b>	Tina Thacker	804-287-1659	<a href="mailto:Tina.Thacker@va.usda.gov">Tina.Thacker@va.usda.gov</a>
<b>WASHINGTON</b>	Nancy Rau	509-323-2937	<a href="mailto:Nancy.Rau@wa.usda.gov">Nancy.Rau@wa.usda.gov</a>
<b>WASHINGTON</b>	Sandy Degner-Crusch	509-323-2935	<a href="mailto:Sandy.Degner@wa.usda.gov">Sandy.Degner@wa.usda.gov</a>
<b>WEST VIRGINIA</b>	Ronald R. Bricker	304-284-7554	<a href="mailto:Ronald.Bricker@wv.usda.gov">Ronald.Bricker@wv.usda.gov</a>
<b>WEST VIRGINIA</b>	Susan Edgar	304-284-7555	<a href="mailto:Susan.Edgar@wv.usda.gov">Susan.Edgar@wv.usda.gov</a>
<b>WISCONSIN</b>	Shawn Nameth	608-662-4422 x. 257	<a href="mailto:Shawn.Nameth@wi.usda.gov">Shawn.Nameth@wi.usda.gov</a>
<b>WISCONSIN</b>	Neil Sheldon	608-662-4422 x. 255	<a href="mailto:Neil.Sheldon@wi.usda.gov">Neil.Sheldon@wi.usda.gov</a>
<b>WYOMING</b>	Joyce Cooper	307-233-6785	<a href="mailto:Joyce.Cooper@wy.usda.gov">Joyce.Cooper@wy.usda.gov</a>
<b>WYOMING</b>	Kathryn Fenner	307-233-6780	<a href="mailto:Kathryn.Fenner@wy.usda.gov">Kathryn.Fenner@wy.usda.gov</a>

## Attachment D

### Example of the Memorandum to Employee From A/OPC

#### INAPPROPRIATE USE NOTICE

TO:

FROM: Agency/Organization Program Coordinator

SUBJECT: Inappropriate Use of the Government Travel Charge Card

A review of the Bank of America (BOA) monthly activity charge card reports indicates that your Government travel charge card appears to have questionable transaction(s) during this reporting period. Please provide a written explanation, within seven (7) business days, of the expenses incurred on your travel charge card. [*List questionable transactions.*]

As part of our commitment to provide service to employees participating in the travel charge card program, we would like to remind you of the responsibilities that employees have in using the BOA travel charge card:

Employees who participate in the Government travel charge card program shall, to the maximum extent possible, utilize the travel charge card to pay for expenses connected with official authorized Government travel (e.g., lodging, meals and automobile rentals). Employees should use the card **only** for authorized travel expenses while on official Agency business. You should not use the travel charge card to pay for personal travel expenses or for any other purpose, which is not related to your authorized **official** government business.

Your direct and 2<sup>nd</sup> level supervisors have been notified of your account status for immediate review and resolution.

If you have any other questions, please contact [A/OPC NAME] on [(XXX) XXX-XXXX].

cc:

Supervisor

2<sup>nd</sup> Level Supervisor

## Attachment E

### Example of the Memorandum to Employee From A/OPC

#### UNAUTHORIZED USE NOTICE

TO:

FROM: Agency/Organization Program Coordinator

SUBJECT: Unauthorized Use of the Government Travel Charge Card

Credit card delinquency continues to be a growing problem for employees of the United States Department of Agriculture (USDA). The Natural Resources Conservation Service (NRCS) is committed to enforcing Department Regulation 2300-001, Government Travel Card Regulation. This regulation sets forth the “*USDA Zero Tolerance Policy*” that strictly prohibits any misuse of the Government travel charge card.

A review of the Bank of America (BOA) monthly activity charge card reports indicates that your Government travel charge card appears to have several instances of apparent unauthorized use. These charges have included the use of the card for unauthorized personal retail purchases and/or excessive unauthorized Automated Teller Machine (ATM) withdrawals. Please provide a written explanation, within seven (7) business days, of the expenses incurred on your travel charge card. [*List questionable transactions*]

Unauthorized use of the Government travel charge card may result in the suspension or cancellation of travel card privileges, forwarding of a delinquent account to a collection agency, or in case of court judgments, a garnishment of salaries, as well as Agency disciplinary action. Your direct and 2<sup>nd</sup> level supervisors have been notified of your account status for immediate review and resolution.

If you have any other questions, please contact [A/OPC NAME] on [(XXX) XXX-XXXX.]

cc:

Supervisor

2<sup>nd</sup> Level Supervisor

## Attachment F

### Example of the Memorandum to Employee From A/OPC

#### DELINQUENT NOTICE

TO:

FROM: Agency/Organization Program Coordinator

SUBJECT: Delinquent Notice for the Government Travel Charge Card

Credit card delinquency continues to be a growing problem for employees of the United States Department of Agriculture (USDA). The Natural Resources Conservation Service (NRCS) is committed to enforcing Department Regulation 2300-001, Government Travel Card Regulation. This regulation sets forth the “*USDA Zero Tolerance Policy*” that strictly prohibits any misuse of the Government travel charge card.

Review of the monthly activity reports provided by the Bank of America (BOA) indicates that your account is thirty (30) days past due. Delinquencies beyond the 30-day timeframe violate the “*USDA Zero Tolerance Policy*.”

The agreement that you made with BOA requires that all outstanding charges be paid upon receipt of your monthly statement. Your charge privileges may be subject to interruption if you do not bring your account to a current status. Please provide a written explanation, within seven (7) business days, as to why your account is delinquent. [*List delinquent amount.*]

Any questions concerning your statement should be reported directly to BOA. Please submit your payment for the total balance owed, both current and past due, to BOA immediately. Your direct and 2<sup>nd</sup> level supervisors have been notified of your account status for immediate review and resolution.

If you have any other questions, please contact [A/OPC NAME] on [(XXX) XXX-XXXX.]

cc:

Supervisor

2<sup>nd</sup> Level Supervisor